

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Benjamin A. Knott et al.
Date Filed: December 15, 2003
Title: **System, Method and Software for a Speech-Enabled Call Routing Application Using an Action-Object Matrix**

Mail Stop Patent Application
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

I hereby certify that this Information Disclosure Statement is being deposited with the United States Postal Service as Express Mail No. EV352386296US addressed to: Mail Stop Patent Application, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.


Jay Howard

December 15, 2003

Date

Dear Sir:

INFORMATION DISCLOSURE STATEMENT

Applicants respectfully request, pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form, be considered and cited in the examination of the above-identified application. Since the present Application was filed after June 30, 2003, a copy of any U.S. Patent and any U.S. Patent Application Publication cited on the attached PTO Form 1449 are not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. §1.98(A)(2)(i) by the U.S. Patent and Trademark Office.

Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), no representation is made that these references are material to the patentability of the present application.

Applicants believe no fees are due for this Information Disclosure Statement, however, the Commissioner is hereby authorized to charge any fees to Deposit Account No. 50-2148 of Baker Botts L.L.P. in order to effectuate this filing.

Respectfully submitted,

BAKER BOTT S L.L.P.
Attorneys for Applicants



Brian A. Dietzel
Reg. No. 44,656

Date: December 15, 2003

Correspondence Address:

At Customer No. **31625**

Telephone: 512.322.2674
Facsimile: 512.322.8307

PTO-1449			Application No. Unassigned	Applicant(s) Robert R. Bushey, et al.			
Information Disclosure Citation in an Application			Docket Number 064198.0177 (LB1003)	Group Art Unit	Filing Date December 15, 2003		
U.S. PATENT DOCUMENTS							
		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
A.		5,675,707	10/07/1997	Gorin, et al.	395	2.66	09/15/1995
B.		6,094,635	07/25/2000	Scholz, et al.	704	270	09/17/1997
C.		6,269,153 B1	07/31/2001	Carpenter, et al.	379	88.02	07/29/1998
D.		6,560,329 B1	05/06/2003	Draginich, et al.	379	265.02	04/29/1999
E.		US 2002/0087328 A1	07/04/2002	Denenberg, et al.	704	275	12/28/2000
F.							
G.							
H.							
I.							
FOREIGN PATENT DOCUMENTS							
		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION
J.							YES
K.							NO
L.							
M.							
N.							
NON-PATENT DOCUMENTS							
		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)					DATE
O.							
P.							
Q.							
R.							
S.							
T.							
U.							
V.							
EXAMINER					DATE CONSIDERED		
EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.							